Grievance and Disciplinary Procedures

This part of your membership pack gives information about the Grievance and Disciplinary Procedures (GDPs) that are in place within Teesdale Community Broadcasting. These are in place to protect the interests of all registered members, including volunteers, the community, sponsors and the station manager where inappropriate behaviour contravenes articles opposed in the equal opportunities policy.

This document outlines the GDPs;

Volunteer Grievance Procedure: Informal Procedure, Formal Procedure

Volunteer Disciplinary Procedure: Informal Procedure, Formal Procedure

Appeal Procedure

Confidentiality

Volunteer Grievance Procedure

TCB aims towards a constructive atmosphere in which volunteers feel comfortable at work, have a sound relationship to other volunteers and feel that their rights and responsibilities are being respected. We also hope that volunteers will feel comfortable about both querying things they're not sure about and challenging things they find unacceptable.

1. Informal procedure

Complaints where appropriate should be dealt with informally, by discussion with:

The volunteers concerned, or
The complainant and the station manager

Any of the above may take the matter up with the other party if requested to do so by the complainant. Such informal discussions will not be officially recorded and it will be made clear that they *do not form part of the official grievance procedure*.

2. Formal procedure

Support
At any stage during this process the complainant can seek support from the station manager, or another member of TCB Board delegated the task of grievance control. This might be to

listen and offer moral support
explain the procedure
help identify the options open to the complainant
help draft a letter

Recording
The outcome at each stage of the formal procedure will be recorded on the standard volunteer grievance record sheet. The record sheet will include:

a note of any agreed corrective action
a note of any warning has been given and the period after which this warning will be disregarded.

Copies of this sheet will be given to:

the station manager and each party.

The Procedure

Stage One:
The grievance should be raised with the station manager. This should be done in writing. The station manager will convene meetings with relevant parties to look into the grievance if possible within 10 working days of receiving the request. The station manager alone makes the decisions; but s/he may consult the delegated board member who has bee nominated the task of grievance control, in a closed session before any decisions are made. If the situation is potentially a disciplinary one the disciplinary procedure will be followed.

Stage Two:
If the grievance is not resolved to the complainant's satisfaction, s/he must make a request to the station manager for stage two of the grievance procedure. At this point the station manager will conduct a further investigation of the grievance.

Stage Three:
If the grievance is still not resolved to the satisfaction of the complainant s/he must make a written request for stage three (the appeal stage of the grievance procedure.) At this point the delegated board member tasked with grievance control will investigate the complaint.

If the grievance is against the station manager
The matter should be addressed in the first instance by delegated board member tasked with grievance control.

Volunteer Disciplinary Procedure

1. Informal procedure
It is hoped that in most instances failings and shortcomings will be of a minor or passing nature, which can be dealt with orally and informally. If any volunteer has a problem with the way another volunteer is behaving or actions taken by them they should speak to them or ask the station manager to do so.

2. Formal procedure

Support
At any stage during this process the complainant can seek support from the station manager, or another member of TCB Board delegated the task of grievance control. This might be to:

listen and offer moral support
explain any bit of the procedure
help identify the options open to the complainant
help draft a letter

Recording
The outcome of the formal procedure will be recorded on the standard volunteer grievance record sheet. The record sheet will include:

a note of any agreed corrective action
a note of any warning has been given and the period after which this warning will be disregarded.

Copies of this sheet will be given to:

the station manager and each party

The Procedure
If the informal procedure does not produce the desired behaviour change or the initial incident is very serious a written report setting out the nature of the alleged offence or offences shall be made to/by the station manager. Within 10 working days (if possible) from the receipt of such a report, the station manager shall arrange an interview with the volunteer concerned who may be accompanied by a friend to assist or represent him / her. The station manager and the member of TCB Board delegated the task of grievance control will carry out the interview.

The station manager will investigate the allegation, hear evidence and decide what action shall be taken, ensuring that a proper written record is made and kept on file. The volunteer will be informed in writing of the action to be taken after the investigation. The station manager, if it is considered appropriate, may suspend a volunteer who is the subject of a disciplinary procedure pending an arranged meeting.

Appeal Procedure
If the volunteer is dissatisfied with the decision taken as a result of disciplinary action he or she can approach the member of TCB Board delegated the task of grievance control who will help present an appeal to the station manager and TCB main board.

Ultimately the TCB main board will be the final adjudicator and as per the Articles of Association, 'shall have the right for good and sufficient reason to terminate the membership of any member provided that the member concerned shall have a right to be heard before a final decision is made'.

Confidentiality
The station manager will keep the details of the complaint confidential, as will the member of TCB Board delegated the task of grievance control and the complainant. The only exception to this is if the person/s concerned is involved in the affair in which case a referral organisation may have to be informed.

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